

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

December 2013

Xerox

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Anchorage, AK 99508-3469

Web Address

<http://medicaidalaska.com>

Phone Numbers

907.644.6800
800.770.5650 (toll-free)

Fraud and Abuse Hotline

907.644.5975 or
800.256.0930 (toll-free)

Recipient Services

907.644.6800, option 6
800.780.9972, option 2 (toll-free)

Provider Inquiry

907.644.6800, option 1
800.770.5650, option 1, 1 (toll-free)

Provider Enrollment

<https://medicaidalaska.com/portals/wps/portal/ProviderEnrollment>

Fax Numbers

SA.....	907.644.8131
SA: Travel, MRI	907.644.5982
SA Mental Health.....	866.653.1435
SUR	907.644.8128
EPS	907.644.9845
Finance	907.644.8120
Training.....	907.644.9845
Attachments/RTD	907.644.8122
or	907.644.8123
Enrollment	907.646.4273
Provider Inquiry	907.644.8126

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Automated Voice Response System Replaces Eligibility Verification System

The Automated Voice Response System (AVRS) has replaced the Eligibility Verification System (EVS). Using AVRS, providers can check eligibility as well as claim status, remittance advice, service authorization status, fee schedules, and service limits.

The new telephone number for AVRS is 855.329.8986.

Training for AVRS is available at <https://learn.medicaidalaska.com> (**Provider > Enterprise > Enterprise Service Areas**). The applicable training courses are titled *Enterprise Module c4 - AVR Overview* and *Enterprise Module m3 - Change Your AVR Pin*.

Alaska Medicaid Transition to Denali Care Brings New Recipient Eligibility Cards

In January, 2014, Alaska Medical Assistance will retire the name Alaska Medicaid and transition to the name Denali Care. Alaska Medicaid recipients will also receive newly redesigned eligibility cards beginning with the eligibility month of January. The new eligibility cards will contain the same identifying information presented in an easier to read format. No action is required from you as a provider. Please see the provider flyer "Alaska Medicaid Transitions to Denali Care" in Health Enterprise (Documentation > Documents & Forms > Provider Updates) for additional information and examples of the new recipient cards.

Questions? Please call the Provider Inquiry Unit at 907.644.6800, option 1, or toll-free in Alaska at 800.770.5650 (option 1, 1) for assistance.

Providers May Now Request Transportation Authorization Updates via Fax

When arranging patient travel, please call the Xerox Service Authorization call center to request a new transportation authorization. To request a change or update to an approved transportation

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authorization, please complete the Transportation Authorization Update Form and fax it to the Xerox Service Authorization Unit at 877.438.8942. The form is available at <https://medicaidalaska.com> (**Documentation > Documents & Forms > Forms**). Please see the provider flyer "Transportation Authorization Update Form Now Available" in Health Enterprise (**Documentation > Documents & Forms > Updates**) for additional information.

If you have questions, please contact the Service Authorization Unit at 907.644.6800, option 5, or toll-free in Alaska at 800.770.5650 (option 1, 2).

Alaska Commission on Aging Quarterly Meeting

The Alaska Commission on Aging (ACoA) will hold its quarterly business meeting December 11 & 12, 2013. New Board Member Orientation will be Wednesday, December 11, and will not be open to the public.

Meeting Time

Thursday, December 12, 2013: 9:00 a.m. – 5:00 p.m.

Meeting Location

Anchorage Senior Activities Center
1300 East 19th Ave
Anchorage, Alaska 99501

The public comment period for the business meeting will be held from 11:15 a.m. – 11:45 a.m. You can join the public comment period by dialing 800.315.6338, using code 3250#, or by attending in person. Individuals who require special accommodations in order to participate should contact Lesley Thompson at 907.465.4793.

Xerox Accepting Only Original (Red) CMS-1500, UB04, and ADA Claim Forms

To improve claims processing time, Xerox has adopted Optical Character Recognition (OCR) technology for the processing of paper claims. OCR is able to read original red CMS-1500, UB04, and ADA claim forms only. Photocopied or facsimile claim forms cannot be read. After November 30, 2013, Xerox will RTP (return to provider)

any claims not submitted on an original red claim form. Black, photocopied, and facsimile claims will no longer be accepted after this date. Please see the provider flyer "CMS-1500, UB04, and ADA Original (Red) Claim Form Requirement" at <http://medicaidalaska.com> (**Select Documentation > Documents & Forms > Updates**) for additional information.

If you have any questions, please call the Provider Inquiry Unit at 907.644.6800, option 1, or toll-free in Alaska at 800.770.5650 (option 1, 1) for assistance.

Holiday Closures

Xerox and the State of Alaska's offices will be closed for Christmas Day on December 25th, 2013 and New Year's Day on January 1st, 2014. The State of Alaska's offices will be closed for Martin Luther King Jr.'s Birthday on January 20th, 2014.

Training Dates for Providers

Alaska Medicaid is coming to your area! In December, training is scheduled in Juneau and Anchorage and via WebEx.

December	
Juneau	December 3-5
Anchorage	December 10-12
WebEx	December 17-19

Register Today!

Alaska Medicaid training courses will prepare you and your staff to accurately bill for services reimbursed by Medicaid, Denali KidCare, and CAMA. Included are introductory courses such as Recipient Eligibility, Adjustments and Voids, Claims Management, Service Authorizations, and Guidelines for Record Keeping. Register online at <http://learn.medicaidalaska.com>.

For more information about provider training, please contact the Xerox Training Department at 907.644.6800 or 800.770.5650 (toll-free in Alaska)

Provider Training in 2014

Dates for provider training for 2014 will be announced soon, please check the Learning Portal for details and registration.

Winter 2014 NWGEC Geriatric Education Series January 7-March 11, 2014 / Virtual Classroom



10 weekly sessions: Tuesdays / 3:00pm-4:30pm Alaska Time

Fees: \$40 (\$80 with Optional CEU's)

The fees cover all 10 classes and you may register for individual sessions or the entire series.
Your registration fee helps support the continuation of these trainings in Alaska.

Target Audience-physicians, physician assistants, nurse practitioners, physical & occupational therapists, nurses, psychologist, social workers, pharmacists & any other professionals working in the field of aging

Registration, schedule, and list of host sites available at

[Alaska CACHE](http://www.akcache.org) (Clearinghouse for Alaska's Continuing Health Education) www.akcache.org

Gerl Heiner-Coordinator-907-786-6591 or glheiner@uaa.alaska.edu

This series is made possible through support provided by the University of Alaska Anchorage's AHEC Program, Office of Health Programs Development, Trust Training Cooperative, the Mental Health Trust Authority, & HRSA # UB4HP19195



NORTHWEST GERIATRIC EDUCATION CENTER

Helping older adults live healthier, happier lives since 1985.




Ask Medicaid

Q: Health Enterprise locked me out after too many failed login attempts. How do I regain access to my Health Enterprise account if I have been locked out?

A: To unlock your account you will have to contact your Organization Administrator (Org Admin). Your Org Admin will have to access the Manage Users tab on the Enterprise website. In the Manage Users screen the Org Admin can unlock your account or reset your password if you have forgotten it.

To Unlock a Locked Account:

In the Org Admin's Manage Users screen, user accounts display a status.

User ID	Last Name	First Name	MI	Status
TEST01	Test	John		Active
TEST02	Test	James		Active, Locked 

Showing 1 - 2 of 2

In this example, one account is listed as active, but locked. The user made 3 unsuccessful attempts to log into that account.

To unlock the account:

1. Select the locked account.
2. Select Unlock.

Note: This does not change the user's password.



To Reset a Forgotten User Password:

If you have locked your account and forgotten your password, your Org Admin will need to unlock your account and then reset your password.



To reset a password:

1. Click the Reset Password button located at the bottom of the Manage Users screen.
2. In the Reset Password screen, enter a new password twice.

Note: Password must conform to the security policy.

3. Enter the reason for the reset.
4. Enter all fields.
5. Click Save.

Note: There is no system limit on how many times a password can be reset.

For more information about the Org Admin role within Health Enterprise, please view the Computer Based Training Modules (CBTs) *Registering for Web Access* and *Managing Online Access* at <https://learn.medicaidalaska.com>.